

**SERIAL 05151 RFP BUSINESS REQUIREMENTS/RFP DEVELOPMENT – COUNTY  
ASSESSOR “PROPERTY MASS APPRAISAL SYSTEM AND  
DRAWING PROGRAM**

**DATE OF LAST REVISION: June 01, 2006**

**CONTRACT END DATE: January 31, 2007**

**CONTRACT PERIOD THROUGH JANUARY 31, 2007**

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **BUSINESS REQUIREMENTS/RFP DEVELOPMENT – COUNTY  
ASSESSOR “PROPERTY MASS APPRAISAL SYSTEM AND  
DRAWING PROGRAM”**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **January 26 2006 (eff. 02/01/06)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

---

Wes Baysinger, Director  
Materials Management

LC/mm  
Attach

Copy to: Clerk of the Board  
David Bailey, Assessors Office  
Mirheta Muslic, Materials Management



## **CONTRACT PURSUANT TO RFP**

**SERIAL 05151-RFP**

This Contract is entered into this 1st day of February, 2006 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and CREW Providers, Inc., an Colorado corporation ("Contractor") for the purchase of Business Requirements/RFP Development services.

### **1.0 TERM**

- 1.1 This Contract is for a term of One (1) year, beginning on the 1st day of February, 2006 and ending the 31st day of January, 2007.
- 1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for additional one (1) year terms up to a maximum of One (1) additional terms. The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

### **2.0 PAYMENT**

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum stated in Final Pricing, attached hereto and incorporated herein as Exhibit "A." Payment shall be made as set forth in the RFP.
- 2.2 Payment under this Contract shall be made in the manner provided by law. Invoices shall be prepared and submitted in accordance with the instructions provided on the purchase order. Invoices shall contain the following information: description of services, unit prices, and extended totals and applicable sales/use tax. The County is not subject to excise tax.

### **3.0 DUTIES**

- 3.1 The Contractor shall perform all duties stated in the Agreed Scope of Work, attached hereto and incorporated herein as Exhibit "B."
- 3.2 Contractor shall perform services at the location(s) and time(s) stated in Exhibit "B," or in the purchase order requesting such services.
- 3.3 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION AND INSURANCE:

4.1.1 **INDEMNIFICATION**

4.1.2 Indemnification.

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney fees and costs, relating to this Contract.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

4.1.3 Insurance Requirements.

**CONTRACTOR**, at **CONTRACTOR'S** own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

**CONTRACTOR'S** insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

**COUNTY** reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

- 4.1.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

- 4.1.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

- 4.1.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

**CONTRACTOR** waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

4.1.4 Certificates of Insurance.

- 4.1.4.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full

force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

4.1.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.2 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize the Bank of America MasterCard Procurement Card, or other procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract.

4.3 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Department of Materials Management  
Attn: Director of Purchasing  
320 West Lincoln Street  
Phoenix, Arizona

For Contractor:

CREW Providers, Inc.  
Cynthia Williamson, President  
10185 Park Meadows Dr. #314  
Lone Tree, CO. 80124  
Phone: 720-231-0391

4.4 REQUIREMENTS CONTRACT:

Contractor signifies its understanding and agreement by signing this document, that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made. Orders will only be placed when County identifies a need and issues a purchase order.

Contractor shall take no action under this Contract unless specifically requested by County, which shall submit a written purchase order to Contractor requesting that work be performed or product be delivered.

County reserves the right to cancel purchase orders within a reasonable period of time after issuance. Should a purchase order be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor pursuant to the purchase order. The

County will not reimburse the Contractor for any costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order.

Contractor agrees to accept verbal cancellation of purchase orders.

**4.5 TERMINATION:**

County may unconditionally terminate this Contract for convenience by providing thirty (30) calendar days advance notice to the Contractor.

County may terminate this Contract if Contractor fails to pay any charge when due or fails to perform or observe any other material term or condition of the Contract, and such failure continues for more than ten (10) days after receipt of written notice of such failure from County, or if Contractor becomes insolvent or generally fails to pay its debts as they mature.

**4.6 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:**

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

**4.7 OFFSET FOR DAMAGES;**

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

**4.8 ADDITIONS/DELETIONS OF SERVICE:**

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

**4.9 SUBCONTRACTING:**

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

**4.10 AMENDMENTS:**

All amendments to this Contract must be in writing and signed by both parties.

**4.11 RETENTION OF RECORDS:**

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State

auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

**4.12 AUDIT DISALLOWANCES:**

If at any time County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

**4.13 VALIDITY:**

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of this Contract.

**4.14 RIGHTS IN DATA:**

The County shall have the use of data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

**4.15 INTEGRATION**

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

**CONTRACTOR**

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINTED NAME AND TITLE

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
DATE

**MARICOPA COUNTY**

BY: \_\_\_\_\_  
DIRECTOR, MATERIALS MANAGEMENT

\_\_\_\_\_  
DATE

BY: \_\_\_\_\_  
CHAIRMAN, BOARD OF SUPERVISORS

\_\_\_\_\_  
DATE

ATTESTED:

\_\_\_\_\_  
CLERK OF THE BOARD

\_\_\_\_\_  
DATE

APPROVED AS TO FORM:

\_\_\_\_\_  
  
DEPUTY MARICOPA COUNTY ATTORNEY

\_\_\_\_\_  
  
DATE



**CREW PROVIDERS INC., P.O. BOX 278, ZIONSVILLE, IN 46077** ~~40185 PARK MEADOWS DRIVE #314, LONE TREE, CO 80124~~

SERIAL 05151

PRICING SHEET S073601/ B0700171/NIGP 91829

BIDDER NAME:

CREW Providers, Inc.

F.I.D./VENDOR #:

W000005784

BIDDER

ADDRESS:

~~40185 Park Meadows Drive, #314, Lone Tree, Colorado~~  
80124 **P.O. BOX 278 ZIONSVILLE, IN 46077**

P.O. ADDRESS:

BIDDER PHONE

#:

720-231-0391

BIDDER FAX #:

COMPANY WEB SITE:

[www.crewproviders.com](http://www.crewproviders.com)

COMPANY CONTACT (REP):

Cynthia Williamson

E-MAIL ADDRESS (REP):

[cwilliamson@crewproviders.com](mailto:cwilliamson@crewproviders.com)

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

ACCEPT PROCUREMENT CARD: ☐ YES ☒ NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: ☐ YES ☒ NO ☐ % REBATE

(Payment shall be made within 48 hrs utilizing the Purchasing Card)

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☐ YES ☒ NO

PAYMENT TERMS:

NET 30 ☒

## 1.0

### PRICING:

#### ITEM DESCRIPTION

#### EXT. PRICE

## 1.1

### PRICING

CREW PROVIDERS INC., P.O. BOX 278, ZIONSVILLE, IN 46077 40185 PARK MEADOWS DRIVE #314, LONE TREE, CO 80124

**Fixed Cost To Perform  
Section 2.1 Task List and  
Deliverables**

1.1.1 Sections 2.1.1 - 2.1.4  
Tasks 1, 2, 3

Deliverable #1

\$133,740.00

1.1.2 Sections 2.1.5 - 2.1.7  
Tasks 4 - 5

Deliverable #2

\$  
29,440.00

**TOTAL LABOR**

\$163,180.00 **TOTAL**

1.1.3 Total Alloted Hours

1468 Est. Total Hours

1.1.4 Estimated Travel Costs

\$ 37,600.00

Employee	Trips	Days On-site	Cost
Project Manager	4	38	\$ 12,300.00
Senior Business Consultant #1	4	38	\$ 12,300.00
Senior Business Consultant #2	4	32	\$ 9,200.00
Senior Business Consultant #3	2	12	\$ 3,800.00
<b>Total Estimated Travel Costs</b>			<b>\$37,600</b>

1.1.5 Total Project Cost

\$200,780.00

1.1.6 Additional use cases (25 qty)

Per change order dated 3/15/06

\$21,500.00

CREW PROVIDERS INC., P.O. BOX 278, ZIONSVILLE, IN 46077 10185 PARK MEADOWS DRIVE #314, LONE TREE, CO 80124

1.2

PRICING HOURLY RATES - Additional Requirements as Assigned

1.2.1	Project Manager - Offsite	\$	115.00	/Hour
	Project Manager - Onsite	\$	130.00	/Hour
1.2.2	Senior Consultant #1 - Offsite	\$	100.00	/Hour
	Senior Consultant #1 - Onsite	\$	115.00	/Hour
1.2.3	Senior Consultant #2 - Offsite	\$	100.00	/Hour
	Senior Consultant #2 - Onsite	\$	115.00	/Hour
1.2.4	Senior Consultant #3 - Offsite	\$	100.00	/Hour
	Senior Consultant #3 - Onsite	\$	115.00	/Hour

**EXHIBIT B – SCOPE OF WORK**

**1.0 INTENT:**

This is a fixed-price, not-to-exceed consulting work order for a business requirements gathering and RFP preparation engagement to initiate the procurement of a new County Mass Property Appraisal system.

**2.0 SCOPE OF WORK:**

The contractor will be expected to provide expertise and support in the following areas:

- Gathering Business Process, Activity, Workflow, Interaction and Transactional details to define the client requirements (Features, Functions, Data and Information Integration points) using Joint Requirements Planning (JRP) and, subsequently Joint Application Design (JAD) approaches.
- Developing the client requirements based on Unified Modeling Language (UML) and Use Case tools, or equivalent
- Defining the software, hardware, organizational and operational requirements.
- Defining current database structure.
- Incorporating the necessary vendor performance levels, acceptance criteria, metrics for measuring compliance, project payment points, contractual terms and conditions, final acceptance, etc. (NOTE: the County Procurement standard administrative sections for any RFP will be provided).
- Ensure RFP contains the implementation process for the new CAMA system.
- Defining business and technical criteria and specifications for a buy decision, including baseline, value-added and non-value-added project information.
- Defining criteria for evaluating the vendor proposals; i.e. 5 to 10 year LCC (Life Cycle Cost) and/or TCO (Total Cost to Own), financials, and ability to support and service, etc.
- Defining the vendor requirements to test and measure compliance for all of the requirements in the RFP, as well as the acceptance criteria for solution delivery and knowledge exchange.
- Developing a Draft Request for Proposal (RFP) to include all of the above, excluding the standard County and Materials Management terms, conditions and other standard items.

The contractor's team shall work closely with County staff to complete the listed tasks. The County will provide employees who are knowledgeable in each of the targeted areas of work. Involvement may include any of the following departments. (Note: GIS integration will be a factor in defining the system requirements):

1. Office of the Maricopa County Assessor
2. Office of the Maricopa County Treasurer
3. Office of the Maricopa County Recorder
4. Office of the Maricopa County Attorney
5. Materials Management Division
6. Office of the Chief Information Officer
7. Office of Management and Budget
8. Maricopa County Planning & Development
9. Various Maricopa County GIS Stakeholders

10. State Department of Revenue
11. Maricopa County Emergency Management
12. Maricopa County Public Works

2.1 **TASK LIST AND EXPECTED DELIVERABLES**

- 2.1.1 **Task 1 – Organize the Project** – Develop a Project Management Plan (PMP) covering all tasks required to complete the work order. Comply with IEEE Computer Society PMP standards as well as PMI methods, and prepare a plan consisting of schedule, budget and quality requirements to successfully complete the project.

**CREW Providers Response:**

*We understand the complexities associated with large organizations and the importance of upfront planning in the acquisition of new technology. A commitment to proper planning in the initial stages (including the RFP writing stage) will save the jurisdiction significant amounts of money, time and effort over the life of the implementation and ensure a successful project.*

*CREW Providers, Inc. will initiate this project by working with Maricopa County to assemble the appropriate project team. CREW Providers, Inc. will need a central point of contact for the project and a key contact for each of the functional areas/offices. These staff members will form the Proposal Project Committee.*

*Representatives on the Proposal Project Committee will participate in meetings and workshops throughout the course of the project. They will be responsible to confirm required functionality, provide examples of specific processes, provide sample reports, and other detailed requirement information for their area of interest.*

*The majority of time associated with Task #1 will take place on-site.*

*In our initial meeting, we will confirm the project size, date and scope as to create an agreement between CREW Providers, Inc. and Maricopa County regarding project deliverables and criteria for success.*

*Cynthia Williamson, CREW Project Manager, will be responsible for the following activities:*

*Manage Project Plan: Ensure that the project progresses in a controlled manner and that all discrepancies are identified and resolved.*

*Assemble Project Team: Assemble a team that has the necessary knowledge and experience to successfully complete the project*

*Confirm Project Scope: Confirm project scope with the client*

*Confirm Project Estimates: Review and confirm project estimates*

*Confirm Key Deliverables: Confirm deliverables*

*Develop Project Work Plan: Develop and make necessary adjustments based upon project scope decisions*

- 2.1.2 **Task 2 – Gather Baseline Client Requirements** – Review existing documentation on the current system and interview key County personnel to gather the process, activity, workflow, interactions, and transactions. Using object-oriented analysis and design techniques follow the results of the reviews to prepare a baseline database of client requirements for use as a reference library during preparation of a final set of client and technical requirements.

**CREW Providers Response:**

*Client requirements will be gathered through a process of gathering existing information, client interviews and associated workshops where appropriate. To maximize the use of Maricopa Staff time, both CREW staff responsible for written functional RFP requirements and Use Case descriptions will jointly interview Maricopa staff.*

*Unlike most vendors, Crew will conduct interviews using a predefined set of questions specific to Assessment functionality. This ensures that we cover all aspects of your business in a very efficient manner.*

*Our iterative process will make certain that all functional requirements are captured for the development of:*

- *RFP Textual Descriptions of the Current Environment and Processes*
- *Functional Requirement Checklists*
- *Use Cases Diagrams (Optional)*

- 2.1.3 **Task 3 – Finalize Client Requirements** – Conduct the substantive undertaking of defining client requirements (both business and technical), which conform to UML, by updating the baseline with the clients. Define the client requirements in Joint Requirements Planning (JRP) and Joint Application Design (JAD) sessions with seven to nine representative County participants.

**CREW Providers Response:**

*The majority of time associated with Task #3 will take place off-site. During this time, CREW staff will review all materials gathered during Task #2 to:*

- *Create written descriptions which summarize components of the business process / environment of Maricopa County for the following categories:*
- *Administration*
- *CAMA*
- *GIS Mapping*
- *Personal Property*
- *Real Property*
- *Information Services*
- *Network & Operations*
- *QA & Training*
- *Support Services*
- *Create all associated functional checklists for the above listed categories*
- *Create all high level Use Case Diagrams for the items in the following chart:*

<b>Category</b>	<b>Use Case Brief Description</b>
<b>Administration</b>	<i>Maintain Ownership</i>
	<i>Maintain Legal</i>
	<i>Maintain Situs</i>
	<i>Error Corrections</i>
	<i>Respond to Informational Requests</i>
	<i>Maintain Exemptions</i>
	<i>Support Appeal Process</i>
	<i>Initiate Split/Merger</i>
	<i>Print Reports</i>
	<i>Maintain Associated Digital Documents</i>
	<i>Maintain Permits</i>
<b>CAMA</b>	<i>Analysis of Current Roll Values</i>

<b>Category</b>	<b>Use Case Brief Description</b>
	<i>Preparation of Next Roll Valuation Models - Land</i>
	<i>Preparation of Next Roll Valuation Models - Residential</i>
	<i>Preparation of Next Roll Valuation Models – Commercial</i>
	<i>Preparation of Next Roll Valuation Models - Industrial</i>
	<i>Preparation of Next Roll Valuation Models - Agricultural</i>
<b>GIS Mapping</b>	<i>Maintain Parcel Spatial Boundary</i>
	<i>Maintain Valuation Boundaries (NBHDs, Market Areas)</i>
	<i>Maintain Tax Districts</i>
	<i>Create Standard Map Products</i>
	<i>Create Custom Map Products</i>
<b>Personal Property</b>	<i>Update Inventory</i>
	<i>Investigate Permits</i>
	<i>Support Appeal Process</i>
	<i>Support Informational Requests</i>
	<i>Value Personal Property</i>
	<i>Review / Analyze Return Information</i>
<b>Real Property</b>	<i>Update Inventory Due to Split/Merge</i>
	<i>Maintain Sketches</i>
	<i>Conduct Property Inspections</i>
	<i>Determine New Construction Value</i>
	<i>Investigate Permits</i>
	<i>Investigate / Validate Sales</i>
	<i>Support Appeal Process / Defend Values</i>
	<i>Support Informational Requests</i>
	<i>Value Properties</i>

*Figure 2 – Projected Use Cases*

*It has been our experience that the level of UML specification detail required for crafting an RFP is far less than that of creating UML specification for the development of a custom application. In order to effectively score the responses of software vendors to the RFP that will result from this contract, it is often more common to develop a series of RFP questions which reflect the details of the business process rather than presenting just a UML diagram of that process.*

*As a result, we are proposing the development of high level Use Cases / UML diagrams which may be complimented with functional checklists in the RFP to be developed. For the purpose of this proposal, we have detailed the Use Cases that are typical for a project of this nature. We realize however that this list may change slightly based on the information gathered in Task #2. We will collaborate with Maricopa County staff in Task #3 to confirm the list of Use Cases to be developed by CREW during this process. In doing so, several Use Case Names may change, however due to the nature of this bid (fixed fee) the overall number of Use Cases will remain the same. Should Maricopa County staff decide that they wish to insert additional Use Cases, this request will be treated as a Project Change Request.*

(25) Twenty-Five additional use cases added per change order dated 3/15/06.

*The only software required for the process will be MS Word and MS VISIO.*

- 2.1.4 **Deliverable 1 – Client Requirements** (Features, Functions, Data and Information Integration points) – Provide the client requirements defined above and categorize them

into major areas of “Mandates, Health/Safety, Major Cost or Revenue, Process Improvement, and Other”.

**CREW Providers Response:**

*CREW Providers, Inc. will deliver to Maricopa County finalized client requirements for the following areas:*

- Administration
- CAMA
- GIS Mapping
- Personal Property
- Real Property
- Information Services
- Network & Operations
- QA & Training
- Support Services

*Each category will be delivered as a separate deliverable as to ensure that they are being reviewed by the most appropriate staff. Sign-off will take place by appropriate Maricopa County staff for each of the categories listed above.*

- 2.1.5 **Task 4 – Prepare Software, Hardware, Vendor, Contractual and Administrative Requirements** – Provide a reference library or baseline of software, hardware, vendor, contractual and administrative requirements for the system, including application software, hardware and system software, network, security and control, data integrity and structure, integration (if applicable), statement of work, vendor qualifications, vendor references, system acquisition agreement, purchasing specifications and itemized costs. Update this baseline to define the required software, hardware, vendor, contractual and administrative requirements, including worksheets for the calculation of anticipated transaction performance, availability, and conversion volumes (if applicable), required response times, and projected interfaces with other systems (if applicable).

**CREW Providers Response:**

*Ensuring that you gather the appropriate additional information for the preparation of an assessment software acquisition RFP is paramount to creating a document that will truly allow you to effectively evaluate software vendors. The following is a list of the categories that CREW Providers, Inc. will work with Maricopa County staff to specify:*

- Application Software
- Hardware & System Software
- Network
- Security and Control
- Data Integrity and Structure
- Integration
- Statement of Work
- Vendor Qualifications
- Vendor References
- System Acquisition Agreement
- Purchasing Specifications & Itemized Costs
- Administrative Requirements
- Worksheet Calculations of Transaction Performance
- System Availability
- Conversion Volumes
- Required Response Times
- Projected Interfaces

*Based on our many years of experience and database of Assessment Software Acquisition RFPs, we will share some valuable information regarding industry standards pertaining to the above mentioned.*



- 2.1.6 **Task 5 – Prepare Evaluation Criteria** – Define evaluation criteria and apply them to the client, software, hardware, vendor, contractual requirements defined above, identifying both priorities and level of overall importance.

**CREW Providers Response:**

*It has been our experience that jurisdictions in the assessment and taxation field have evaluated proposals of this nature using a variety of formats and methods. We have seen everything from a very granular approach to grading an RFP of this nature (with the weighting of the response to each and every functional requirement) to a very broad assessment of responses. We will share with you our experience and samples of what we have seen in the industry.*

*We will then work with Maricopa County to determine the best approach based on your availability of resources to participate in the scoring and evaluation process, your preferences for scoring and evaluation methods, and priorities in terms of items of functionality that is most important to you.*

- 2.1.7 **Deliverable 2 – Draft Electronic RFP** – Provide the client, software, hardware, vendor and contractual requirements defined above in an electronic procurement document that can be distributed on-line to potential respondents. Define the Goals of the follow-on RFP Release, Evaluation and Award project.

**CREW Providers Response:**

*CREW Providers, Inc. will deliver to Maricopa County a final electronic copy of a procurement document for a “Mass Appraisal and Drawing Program” that can be distributed by Maricopa County to potential vendors*

2.2 **PERIOD OF PERFORMANCE**

The period of performance for this engagement shall commence upon execution of a Purchase order by formal authorized signatures and shall be completed **60 to 90 days** from the execution of the contract, unless otherwise negotiated, approved and included in the final contract.

**CREW Providers Response:**

*We recognize the importance of consultation with jurisdiction staff during the project planning process. We also recognize that the final project plan is often different than the initial plan due to constraints imposed by the availability of key jurisdiction personnel.*

*We have opted to keep the project plan fluid initially so that we can amend it with input from your staff during the planning phase. Knowledge of the quantity and availability of jurisdiction staff members is paramount to determining when key deliverables (stated in our plan as milestones) will be accepted and their successor tasks started.*

*After we have met with the project manager for the jurisdiction (key point of contact) and determined the quantity and availability of jurisdiction staff, the plan will be revised accordingly.*

**APPLICABLE PROJECT PLAN IS ATTACHED AS EXHIBIT C- PROJECT PLAN**

2.3 **COST**

This is a fixed-price consulting agreement. No out-of-pocket expenses are covered in this agreement.

**FIGURES REPRESENTED IN SECTION 2.3 AND/OR EXHIBIT A - PRICING WILL SERVE AS A SUMMARY OF PROJECT COSTING AND WILL REPRESENT A NOT TO EXCEED AMOUNT. ANY DEVIATION FROM THIS SCHEDULE THAT WOULD INCREASE COST WOULD NEED TO BE ADMINISTERED AND APPROVED VIA A FORMAL CHANGE ORDER AS DESIGNATED IN SECTION 2.12.**

Total project cost broken down by activity, position, hours, and position is provided below.

Task / Deliverable Category	Step (Note: More detail on subcomponents of each step is available in the enclosed MS project plan)	Position	Hours	Total Cost
Task #1 Project Organization	Confirmation & Sign-off of MS Project Plan	Project Manager (onsite)	4	\$520
		Senior Business Consultant #1 (onsite)	4	\$460
		Senior Business Consultant #2 (onsite)	4	\$460
	Project Kick-off Meeting	Project Manager (onsite)	4	\$520
		Senior Business Consultant #1 (onsite)	4	\$460
		Senior Business Consultant #2 (onsite)	4	\$460
				\$2,880
Task #2 Gather Baseline Client Requirements	Administration	Project Manager (onsite)	40	\$5,200
		Senior Business Consultant #1 (onsite)	40	\$4,600
		Project Manager (offsite)	12	\$1,380
		Senior Business Consultant #1 (offsite)	12	\$1,200
	CAMA	Project Manager (onsite)	32	\$4,160
		Senior Business Consultant #1 (onsite)	32	\$3,680
		Project Manager (offsite)	12	\$1,380
		Senior Business Consultant #1 (offsite)	12	\$1,200
	GIS Mapping	Project Manager (onsite)	24	\$3,120
		Senior Business Consultant #1 (onsite)	24	\$2,760
		Project Manager (offsite)	8	\$920
		Senior Business Consultant #1 (offsite)	8	\$800
	Personal Property	Project Manager (onsite)	32	\$4,160
		Senior Business	32	\$3,680

**SERIAL 05151-RFP**

		Consultant #1 (onsite)		
		Project Manager (offsite)	8	\$920
		Senior Business Consultant #1 (offsite)	8	\$800
	Real Property	Project Manager (onsite)	40	\$5,200
		Senior Business Consultant #1 (onsite)	40	\$4,600
		Project Manager (offsite)	8	\$920
		Senior Business Consultant #1 (offsite)	8	\$800
	Information Services	Senior Business Consultant #2 (onsite)	32	\$3,680
	Network & Operations	Senior Business Consultant #2 (onsite)	72	\$8,280
	QA & Training	Senior Business Consultant #2 (onsite)	16	\$1,840
	Support Services	Senior Business Consultant #2 (onsite)	16	\$1,840
				<b>\$67,120</b>
<b>Task #3 Finalize Client Requirements</b>	Administration	Project Manager (onsite)	4	\$520
		Senior Business Consultant #1 (onsite)	4	\$460
		Project Manager (offsite)	48	\$5,520
		Senior Business Consultant #1 (offsite)	48	\$4,800
	CAMA	Project Manager (onsite)	4	\$520
		Senior Business Consultant #1 (onsite)	4	\$460
		Project Manager (offsite)	40	\$4,600
		Senior Business Consultant #1 (offsite)	40	\$4,000
	GIS Mapping	Project Manager (onsite)	4	\$520
		Senior Business Consultant #1 (onsite)	4	\$460
		Project Manager (offsite)	32	\$3,680
		Senior Business Consultant #1 (offsite)	24	\$2,400
	Personal Property	Project Manager (onsite)	8	\$1,040
		Senior Business	8	\$920

		Consultant #1 (onsite)		
		Project Manager (offsite)	24	\$2,760
		Senior Business Consultant #1 (offsite)	32	\$3,200
		Senior Business Consultant #3 (offsite)	8	\$800
	Real Property	Project Manager (onsite)	8	\$1,040
		Senior Business Consultant #1 (onsite)	8	\$920
		Project Manager (offsite)	24	\$2,760
		Senior Business Consultant #1 (offsite)	40	\$4,000
		Senior Business Consultant #3 (offsite)	8	\$800
	Information Services	Senior Business Consultant #2 (onsite)	4	\$460
		Senior Business Consultant #2 (offsite)	28	\$2,800
	Network & Operations	Senior Business Consultant #2 (onsite)	12	\$1,380
		Senior Business Consultant #2 (offsite)	68	\$6,800
	QA & Training	Senior Business Consultant #2 (onsite)	4	\$460
		Senior Business Consultant #2 (offsite)	24	\$2,400
	Support Services	Senior Business Consultant #2 (onsite)	4	\$460
		Senior Business Consultant #2 (offsite)	28	\$2,800
				<b>\$63,740</b>
<b>Task #4 Prepare Additional Requirements</b>	Gathering of Additional Requirements	Senior Business Consultant #3 (onsite)	40	\$4600
	Create RFP Text for Additional Requirements	Senior Business Consultant #3 (offsite)	88	\$8800
	Meeting to Review Additional Requirements	Senior Business Consultant #3 (onsite)	16	\$1840
	Revisions Resulting from Meeting	Senior Business Consultant #3 (offsite)	8	\$800

				\$16,040
Task #5 Prepare Evaluation Criteria	Prepare Evaluation Criteria	Senior Business Consultant #3 (offsite)	24	\$2400
	Present Options for Evaluation	Senior Business Consultant #3 (onsite)	8	\$920
	Create Written Explanation for RFP	Senior Business Consultant #3 (offsite)	8	\$800
	Create RFP Score Sheets	Senior Business Consultant #3 (offsite)	24	\$2400
				\$6,520
Deliverable #2 – Draft Electronic RFP	Prepare Final RFP Text	Project Manager (offsite)	24	\$2760
		Senior Business Consultant #3 (offsite)	24	\$2400
	Final Revisions	Project Manager (offsite)	8	\$920
		Senior Business Consultant #3 (offsite)	8	\$800
				\$6,880
Total Services Cost of Proposal				\$163,180

**Figure 4 – CREW Providers, Inc – Project Plan Activities and Costs**

All travel and related expenses are to be in compliance with Maricopa County General Travel Policy (A2313 Rev. #1 as provided to Crew Providers) Travel and other out-of-pocket expenses will be billed at direct cost, with pertinent Receipts to substantiate.

We have estimated the total travel costs for the project as follows:

<b>Employee</b>	<b>Trips</b>	<b>Days On-site</b>	<b>Cost</b>
Project Manager	4	38	12,300
Senior Business Consultant #1	4	38	12,300
Senior Business Consultant #2	4	32	9,200
Senior Business Consultant #3	2	12	3,800
<b>Total Estimated Travel Costs</b>			<b>\$37,600</b>

#### 2.4 DELIVERABLE – ACCEPTABLE MEDIA

All deliverables identified in the RFP and the final contract will be provided in both electronic and hard copy form. For the electronic versions of all deliverables, Maricopa standard is MS Word, MS Excel, MS PowerPoint, MS Project, MS Visio, and MS Access or SQL Server. For other deliverables, like Process Models, Use Case Models, Rules Models, Dependency Models, Pert/CPM Diagrams, Schematics, etc. you will need to list the Product used and the Methodology used to create the model. In the case where the technology tool is required to access the

deliverable, include any costs for us to license the product and any licensing terms, conditions, and restrictions related to the product to be able to view and print, and copy if necessary. All deliverables required by the RFP and the final contract are the property of Maricopa County. Maricopa County will retain ownership of the deliverable. For licensed tools, Maricopa County will have the right to use the item under the terms of the licensing agreement tied to the product.

**2.5 NON-DISCLOSURE**

The County will require the contractor to sign the County's Non-Disclosure Statement outlining the use of, distribution of, and disposal of County records or other information gathered or presented under this RFP.

**2.6 CONTRACTOR STAFF**

*This project requires the use of a minimum of four resources from CREW Providers, Inc. during the course of the project. These resources will function as the Project Manager and Senior Business Consultants (3) specializing in specific areas of your business process.*

**STAFFING MODEL:**

**CYNTHIA WILLIAMSON – Project Manager**

**ELAINE CARTER – Senior Business Consultant**

**RUEL WILLIAMSON – Senior Business Consultant**

**JASON FOSTER – Senior Business Consultant \* working as a subcontractor**

**ANY CHANGES TO THE ABOVE PRIMARY STAFF MUST BE SUBMITTED IN WRITING TO THE DESIGNATED MARICOPA COUNTY PROJECT MANAGER. MARICOPA COUNTY WILL RESERVE THE RIGHT TO INTERVIEW AND/OR HAVE FINAL APPROVAL ON ANY PROPOSED CHANGES TO THIS STAFFING MODEL.**

**2.7 FACILITIES:**

During the course of this Agreement, the County shall provide the Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its obligation enumerated herein.

**2.8 TAX:**

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

**2.9 PAYMENT SCHEDULE**

A payment schedule will be formulated and determined based on final deliverables schedule.

Please See Attachment A – Pricing (Section 1.1 Pricing)

Payment will be based on the following schedule:

50% Payable upon completion of Task's 1-3 and Deliverable 1

50% Payable upon completion of Task's 4-5 and Deliverable 2

**2.10 LEVEL OF SUPPORT**

*CREW Providers Inc. is dedicated to providing top quality support for our customers.*

*During the course of the project, particularly the early stages, CREW Providers, Inc. will be located onsite at the client office as outlined in the project plan. This will ensure unlimited access to CREW staff.*

*During periods where CREW is not working onsite (as specified in the plan), support includes:*

- *Telephone support: available from 8:00am - 6:00pm (Central Time)*
- *Email support: available 24 hours*

**2.11 CHANGE ORDER PROCESS**

Any revision to the specified Scope of Work, Task, or Deliverable must be documented via a Formal Change Order Process.

The Maricopa County Project Manager is ultimately responsible for the overall management of the project scope, and therefore responsible for the final approval of all change requests. The Crew Providers Project Manager will be responsible for sizing, pricing, and implementing approved Change Requests.

Prior to commencing work on this project, Crew Providers is required to submit an applicable Change Order Request Form for approval by the Maricopa County Project Manager. The resulting form will serve as the only recognized means to alter/change the applicable Scope of Work (as designated in this contract).

Exhibit C - Project Plan

Serial 05151 RFP

ID	Task Name	Duration	Start	Finish	Preced	Resource Names	W	T
1								
2	Maricopa County RFP Development	64 days	Tue 2/21/06	Fri 5/19/06				
3								
4	Task #1 - Project Organization	0.2 days	Tue 2/21/06	Tue 2/21/06				
5	Confirmation & Sign-off of MS Project Plan	0 days	Tue 2/21/06	Tue 2/21/06		Project Manager (On-site),Senior Consultant #2 (On-site),Senior Consultant #1 (On-Site)		
6	Project Kick-Meeting	0.2 days	Tue 2/21/06	Tue 2/21/06	5	Project Manager (On-site),Senior Consultant #2 (On-site),Senior Consultant #1 (On-Site)		
7								
8	Task #2 - Gather Baseline Client Requirements	40.8 days	Tue 2/21/06	Tue 4/18/06				
9	Administration	14.8 days	Tue 2/21/06	Mon 3/13/06				
10	Gather & review existing documentation	1.8 days	Tue 2/21/06	Wed 2/22/06	6	Project Manager (On-site),Senior Consultant #1 (On-Site)		
11	Employee Interviews	2 days	Thu 2/23/06	Fri 2/24/06	10	Project Manager (On-site),Senior Consultant #1 (On-Site)		
12	Summary & workshop preparation	1.5 days	Mon 3/6/06	Tue 3/7/06		Project Manager (Off-site),Senior Consultant #1 (Off-Site)		
13	Workshop	1 day	Mon 3/13/06	Mon 3/13/06		Project Manager (On-site),Senior Consultant #1 (On-Site)		
14	CAMA	12 days	Mon 2/27/06	Tue 3/14/06				
15	Gather & review existing documentation	1 day	Mon 2/27/06	Mon 2/27/06		Project Manager (On-site),Senior Consultant #1 (On-Site)		
16	Employee Interviews	2 days	Tue 2/28/06	Wed 3/1/06	15	Project Manager (On-site),Senior Consultant #1 (On-Site)		
17	Summary & workshop preparation	1.5 days	Tue 3/7/06	Wed 3/8/06	12	Senior Consultant #1 (Off-Site),Project Manager (Off-site)		
18	Workshop	1 day	Tue 3/14/06	Tue 3/14/06	13	Project Manager (On-site),Senior Consultant #1 (On-Site)		
19	GIS Mapping	10 days	Thu 3/2/06	Wed 3/15/06				
20	Gather & review existing documentation	1 day	Thu 3/2/06	Thu 3/2/06	16	Project Manager (On-site),Senior Consultant #1 (On-Site)		
21	Employee Interviews	1 day	Fri 3/3/06	Fri 3/3/06	20	Project Manager (On-site),Senior Consultant #1 (On-Site)		
22	Summary & workshop preparation	1 day	Thu 3/9/06	Thu 3/9/06	17	Senior Consultant #1 (Off-Site),Project Manager (Off-site)		
23	Workshop	1 day	Wed 3/15/06	Wed 3/15/06	18	Project Manager (On-site),Senior Consultant #1 (On-Site)		
24	Personal Property	23 days	Thu 3/16/06	Mon 4/17/06				
25	Gather & review existing documentation	1 day	Thu 3/16/06	Thu 3/16/06	23	Project Manager (On-site),Senior Consultant #1 (On-Site)		
26	Employee Interviews	2 days	Fri 3/17/06	Mon 3/20/06	25	Project Manager (On-site),Senior Consultant #1 (On-Site)		
27	Summary & workshop preparation	1 day	Mon 3/27/06	Mon 3/27/06		Senior Consultant #1 (Off-Site),Project Manager (Off-site)		
28	Workshop	1 day	Mon 4/17/06	Mon 4/17/06		Project Manager (On-site),Senior Consultant #1 (On-Site)		
29	Real Property	21 days	Tue 3/21/06	Tue 4/18/06				
30	Gather & review existing documentation	2 days	Tue 3/21/06	Wed 3/22/06	26	Project Manager (On-site),Senior Consultant #1 (On-Site)		
31	Employee Interviews	2 days	Thu 3/23/06	Fri 3/24/06	30	Project Manager (On-site),Senior Consultant #1 (On-Site)		
32	Summary & workshop preparation	1 day	Tue 3/28/06	Tue 3/28/06	27	Senior Consultant #1 (Off-Site),Project Manager (Off-site)		
33	Workshop	1 day	Tue 4/18/06	Tue 4/18/06	28	Project Manager (On-site),Senior Consultant #1 (On-Site)		
34	Information Services	3.8 days	Tue 2/21/06	Fri 2/24/06				
35	Define Current Database Structure	3.8 days	Tue 2/21/06	Fri 2/24/06				
36	Gather & review existing documentation	0.8 days	Tue 2/21/06	Tue 2/21/06	6	Senior Consultant #2 (On-site)		
37	Employee Interviews	3 days	Wed 2/22/06	Fri 2/24/06	36	Senior Consultant #2 (On-site)		
38	Network & Operations	15 days	Mon 2/27/06	Fri 3/17/06				
39	Define Hardware & Software	3 days	Mon 2/27/06	Wed 3/1/06				
40	Gather & review existing documentation	1 day	Mon 2/27/06	Mon 2/27/06	37	Senior Consultant #2 (On-site)		
41	Employee Interviews	2 days	Tue 2/28/06	Wed 3/1/06	40	Senior Consultant #2 (On-site)		

Project: Maricopa  
Date: Tue 1/24/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

External Milestone

Deadline

Page 1



Exhibit C - Project Plan

Serial 05151 RFP

ID	Task Name	Duration	Start	Finish	Preced	Resource Names	W.T.
42	<b>Define Organizational Requirements</b>	9 days	Thu 3/2/06	Tue 3/14/06			
43	Gather & review existing documentation	1 day	Thu 3/2/06	Thu 3/2/06	41	Senior Consultant #2 (On-site)	
44	Employee Interviews	2 days	Mon 3/13/06	Tue 3/14/06		Senior Consultant #2 (On-site)	
45	<b>Define Operational Requirements</b>	3 days	Wed 3/15/06	Fri 3/17/06			
46	Gather & review existing documentation	1 day	Wed 3/15/06	Wed 3/15/06	44	Senior Consultant #2 (On-site)	
47	Employee Interviews	2 days	Thu 3/16/06	Fri 3/17/06	46	Senior Consultant #2 (On-site)	
48	<b>QA &amp; Training</b>	2 days	Mon 3/20/06	Tue 3/21/06			
49	Gather & review existing documentation	1 day	Mon 3/20/06	Mon 3/20/06	47	Senior Consultant #2 (On-site)	
50	Employee Interviews	1 day	Tue 3/21/06	Tue 3/21/06	49	Senior Consultant #2 (On-site)	
51	<b>Support Services</b>	2 days	Thu 3/23/06	Fri 3/24/06			
52	Gather & review existing documentation	1 day	Thu 3/23/06	Thu 3/23/06	133	Senior Consultant #2 (On-site)	
53	Employee Interviews	1 day	Fri 3/24/06	Fri 3/24/06	52	Senior Consultant #2 (On-site)	
54							
55	<b>Task #3 - Finalize Client Requirements</b>	50 days	Mon 3/6/06	Fri 5/12/06			
56	<b>Administration</b>	20 days	Wed 3/29/06	Tue 4/25/06			
57	Develop RFP client requirements	4 days	Wed 3/29/06	Mon 4/3/06	32	Project Manager (Off-site)	
58	<b>Develop Use Cases</b>	4 days	Wed 3/29/06	Mon 4/3/06			
59	Confirm Use Case List with Client	0.5 days	Wed 3/29/06	Wed 3/29/06	32	Senior Consultant #1 (Off-Site)	
60	Maintain Ownership Use Case	0.4 days	Wed 3/29/06	Wed 3/29/06	59	Senior Consultant #1 (Off-Site)	
61	Maintain Legal Use Case	0.3 days	Wed 3/29/06	Thu 3/30/06	60	Senior Consultant #1 (Off-Site)	
62	Maintain Situs Use Case	0.3 days	Thu 3/30/06	Thu 3/30/06	61	Senior Consultant #1 (Off-Site)	
63	Error Corrections Use Case	0.3 days	Thu 3/30/06	Thu 3/30/06	62	Senior Consultant #1 (Off-Site)	
64	Respond to Informational Requests Use Case	0.3 days	Thu 3/30/06	Fri 3/31/06	63	Senior Consultant #1 (Off-Site)	
65	Maintain Exemptions Use Case	0.4 days	Fri 3/31/06	Fri 3/31/06	64	Senior Consultant #1 (Off-Site)	
66	Support Appeal Process Use Case	0.3 days	Fri 3/31/06	Fri 3/31/06	65	Senior Consultant #1 (Off-Site)	
67	Initiate Split / Merge Use Case	0.3 days	Fri 3/31/06	Mon 4/3/06	66	Senior Consultant #1 (Off-Site)	
68	Print Reports Use Case	0.3 days	Mon 4/3/06	Mon 4/3/06	67	Senior Consultant #1 (Off-Site)	
69	Maintain Associated Digital Documents Use Case	0.3 days	Mon 4/3/06	Mon 4/3/06	68	Senior Consultant #1 (Off-Site)	
70	Maintain Permits Use Case	0.3 days	Mon 4/3/06	Mon 4/3/06	69	Senior Consultant #1 (Off-Site)	
71	Meeting to review	0.5 days	Wed 4/19/06	Wed 4/19/06	33	Project Manager (On-site), Senior Consultant #1 (On-Site)	
72	Revisions resulting from meeting	2 days	Mon 4/24/06	Tue 4/25/06		Project Manager (Off-site), Senior Consultant #1 (Off-Site)	
73	<b>CAMA</b>	17 days	Tue 4/4/06	Wed 4/26/06			
74	Develop RFP client requirements	4 days	Tue 4/4/06	Fri 4/7/06	57	Project Manager (Off-site)	
75	<b>Develop Use Cases</b>	4 days	Tue 4/4/06	Fri 4/7/06			
76	Confirm Use Case List with Client	0.5 days	Tue 4/4/06	Tue 4/4/06	57	Senior Consultant #1 (Off-Site)	
77	Analysis of Current Roll Values (Q & A) Use Case	0.5 days	Tue 4/4/06	Tue 4/4/06	76	Senior Consultant #1 (Off-Site)	
78	<b>Prepare Next Roll Valuation Models</b>	2.5 days	Wed 4/5/06	Fri 4/7/06			
79	Land Use Case	0.5 days	Wed 4/5/06	Wed 4/5/06	77	Senior Consultant #1 (Off-Site)	
80	Residential Use Case	0.5 days	Wed 4/5/06	Wed 4/5/06	79	Senior Consultant #1 (Off-Site)	
81	Commercial Use Case	0.5 days	Thu 4/6/06	Thu 4/6/06	80	Senior Consultant #1 (Off-Site)	
82	Industrial Use Case	0.5 days	Thu 4/6/06	Thu 4/6/06	81	Senior Consultant #1 (Off-Site)	

Project: Maricopa  
Date: Tue 1/24/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

External Milestone

Deadline

Exhibit C - Project Plan

Serial 05151 RFP

ID	Task Name	Duration	Start	Finish	Predecessor	Resource Names	W	T
1								
2	<b>Maricopa County RFP Development</b>	<b>64 days</b>	<b>Tue 2/21/06</b>	<b>Fri 5/19/06</b>				
3								
4	<b>Task #1 - Project Organization</b>	<b>0.2 days</b>	<b>Tue 2/21/06</b>	<b>Tue 2/21/06</b>				
5	Confirmation & Sign-off of MS Project Plan	0 days	Tue 2/21/06	Tue 2/21/06		Project Manager (On-site), Senior Consultant #2 (On-site), Senior Consultant #1 (On-Site)		
6	Project Kick-Meeting	0.2 days	Tue 2/21/06	Tue 2/21/06	5	Project Manager (On-site), Senior Consultant #2 (On-site), Senior Consultant #1 (On-Site)		
7								
8	<b>Task #2 - Gather Baseline Client Requirements</b>	<b>40.8 days</b>	<b>Tue 2/21/06</b>	<b>Tue 4/18/06</b>				
9	<b>Administration</b>	<b>14.8 days</b>	<b>Tue 2/21/06</b>	<b>Mon 3/13/06</b>				
10	Gather & review existing documentation	1.8 days	Tue 2/21/06	Wed 2/22/06	6	Project Manager (On-site), Senior Consultant #1 (On-Site)		
11	Employee Interviews	2 days	Thu 2/23/06	Fri 2/24/06	10	Project Manager (On-site), Senior Consultant #1 (On-Site)		
12	Summary & workshop preparation	1.5 days	Mon 3/6/06	Tue 3/7/06		Project Manager (Off-site), Senior Consultant #1 (Off-Site)		
13	Workshop	1 day	Mon 3/13/06	Mon 3/13/06		Project Manager (On-site), Senior Consultant #1 (On-Site)		
14	<b>CAMA</b>	<b>12 days</b>	<b>Mon 2/27/06</b>	<b>Tue 3/14/06</b>				
15	Gather & review existing documentation	1 day	Mon 2/27/06	Mon 2/27/06		Project Manager (On-site), Senior Consultant #1 (On-Site)		
16	Employee Interviews	2 days	Tue 2/28/06	Wed 3/1/06	15	Project Manager (On-site), Senior Consultant #1 (On-Site)		
17	Summary & workshop preparation	1.5 days	Tue 3/7/06	Wed 3/8/06	12	Senior Consultant #1 (Off-Site), Project Manager (Off-site)		
18	Workshop	1 day	Tue 3/14/06	Tue 3/14/06	13	Project Manager (On-site), Senior Consultant #1 (On-Site)		
19	<b>GIS Mapping</b>	<b>10 days</b>	<b>Thu 3/2/06</b>	<b>Wed 3/15/06</b>				
20	Gather & review existing documentation	1 day	Thu 3/2/06	Thu 3/2/06	16	Project Manager (On-site), Senior Consultant #1 (On-Site)		
21	Employee Interviews	1 day	Fri 3/3/06	Fri 3/3/06	20	Project Manager (On-site), Senior Consultant #1 (On-Site)		
22	Summary & workshop preparation	1 day	Thu 3/9/06	Thu 3/9/06	17	Senior Consultant #1 (Off-Site), Project Manager (Off-site)		
23	Workshop	1 day	Wed 3/15/06	Wed 3/15/06	18	Project Manager (On-site), Senior Consultant #1 (On-Site)		
24	<b>Personal Property</b>	<b>23 days</b>	<b>Thu 3/16/06</b>	<b>Mon 4/17/06</b>				
25	Gather & review existing documentation	1 day	Thu 3/16/06	Thu 3/16/06	23	Project Manager (On-site), Senior Consultant #1 (On-Site)		
26	Employee Interviews	2 days	Fri 3/17/06	Mon 3/20/06	25	Project Manager (On-site), Senior Consultant #1 (On-Site)		
27	Summary & workshop preparation	1 day	Mon 3/27/06	Mon 3/27/06		Senior Consultant #1 (Off-Site), Project Manager (Off-site)		
28	Workshop	1 day	Mon 4/17/06	Mon 4/17/06		Project Manager (On-site), Senior Consultant #1 (On-Site)		
29	<b>Real Property</b>	<b>21 days</b>	<b>Tue 3/21/06</b>	<b>Tue 4/18/06</b>				
30	Gather & review existing documentation	2 days	Tue 3/21/06	Wed 3/22/06	26	Project Manager (On-site), Senior Consultant #1 (On-Site)		
31	Employee Interviews	2 days	Thu 3/23/06	Fri 3/24/06	30	Project Manager (On-site), Senior Consultant #1 (On-Site)		
32	Summary & workshop preparation	1 day	Tue 3/28/06	Tue 3/28/06	27	Senior Consultant #1 (Off-Site), Project Manager (Off-site)		
33	Workshop	1 day	Tue 4/18/06	Tue 4/18/06	28	Project Manager (On-site), Senior Consultant #1 (On-Site)		
34	<b>Information Services</b>	<b>3.8 days</b>	<b>Tue 2/21/06</b>	<b>Fri 2/24/06</b>				
35	<b>Define Current Database Structure</b>	<b>3.8 days</b>	<b>Tue 2/21/06</b>	<b>Fri 2/24/06</b>				
36	Gather & review existing documentation	0.8 days	Tue 2/21/06	Tue 2/21/06	6	Senior Consultant #2 (On-site)		
37	Employee Interviews	3 days	Wed 2/22/06	Fri 2/24/06	36	Senior Consultant #2 (On-site)		
38	<b>Network &amp; Operations</b>	<b>15 days</b>	<b>Mon 2/27/06</b>	<b>Fri 3/17/06</b>				
39	<b>Define Hardware &amp; Software</b>	<b>3 days</b>	<b>Mon 2/27/06</b>	<b>Wed 3/1/06</b>				
40	Gather & review existing documentation	1 day	Mon 2/27/06	Mon 2/27/06	37	Senior Consultant #2 (On-site)		
41	Employee Interviews	2 days	Tue 2/28/06	Wed 3/1/06	40	Senior Consultant #2 (On-site)		

Project: Maricopa  
Date: Tue 1/24/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

External Milestone

Deadline

Page 1

Exhibit C - Project Plan

Serial 05151 RFP

ID	Task Name	Duration	Start	Finish	Predec	Resource Names	W.S.T.
124	Revisions resulting from meeting	1 day	Fri 5/12/06	Fri 5/12/06	109	Senior Consultant #1 (Off-Site), Senior Consultant #3 (Off-site)	W.S.T.
125	<b>Information Services</b>	20.5 days	Mon 3/6/06	Mon 4/3/06			
126	Define Current Database Structure	20.5 days	Mon 3/6/06	Mon 4/3/06			
127	Develop RFP client requirements	3 days	Mon 3/6/06	Wed 3/8/06		Senior Consultant #2 (Off-site)	
128	Meeting to review	0.5 days	Wed 3/22/06	Wed 3/22/06	50	Senior Consultant #2 (On-site)	
129	Revisions resulting from meeting	0.5 days	Mon 4/3/06	Mon 4/3/06		Senior Consultant #2 (Off-site)	
130	<b>Network &amp; Operations</b>	33 days	Thu 3/9/06	Mon 4/24/06			
131	Define Hardware & Software	18 days	Thu 3/9/06	Mon 4/3/06			
132	Develop RFP client requirements	2 days	Thu 3/9/06	Fri 3/10/06	127	Senior Consultant #2 (Off-site)	
133	Meeting to review	0.5 days	Wed 3/22/06	Wed 3/22/06	128	Senior Consultant #2 (On-site)	
134	Revisions resulting from meeting	0.5 days	Mon 4/3/06	Mon 4/3/06	129	Senior Consultant #2 (Off-site)	
135	Define Organizational Requirements	14.5 days	Tue 4/4/06	Mon 4/24/06			
136	Develop RFP client requirements	2.5 days	Tue 4/4/06	Thu 4/6/06	134	Senior Consultant #2 (Off-site)	
137	Meeting to review	0.5 days	Thu 4/20/06	Thu 4/20/06		Senior Consultant #2 (On-site)	
138	Revisions resulting from meeting	0.5 days	Mon 4/24/06	Mon 4/24/06		Senior Consultant #2 (Off-site)	
139	Define Operational Requirements	12.5 days	Thu 4/6/06	Mon 4/24/06			
140	Develop RFP client requirements	2.5 days	Thu 4/6/06	Mon 4/10/06	136	Senior Consultant #2 (Off-site)	
141	Meeting to review	0.5 days	Thu 4/20/06	Thu 4/20/06	137	Senior Consultant #2 (On-site)	
142	Revisions resulting from meeting	0.5 days	Mon 4/24/06	Mon 4/24/06	138	Senior Consultant #2 (Off-site)	
143	<b>QA &amp; Training</b>	10.5 days	Tue 4/11/06	Tue 4/25/06			
144	Develop RFP client requirements	2.5 days	Tue 4/11/06	Thu 4/13/06	140	Senior Consultant #2 (Off-site)	
145	Meeting to review	0.5 days	Fri 4/21/06	Fri 4/21/06	141	Senior Consultant #2 (On-site)	
146	Revisions resulting from meeting	0.5 days	Tue 4/25/06	Tue 4/25/06	142	Senior Consultant #2 (Off-site)	
147	<b>Support Services</b>	7 days	Mon 4/17/06	Tue 4/25/06			
148	Develop RFP client requirements	3 days	Mon 4/17/06	Wed 4/19/06		Senior Consultant #2 (Off-site)	
149	Meeting to review	0.5 days	Fri 4/21/06	Fri 4/21/06	145	Senior Consultant #2 (On-site)	
150	Revisions resulting from meeting	0.5 days	Tue 4/25/06	Tue 4/25/06	146	Senior Consultant #2 (Off-site)	
151							
152	<b>Deliverable #1</b>	29.5 days	Mon 4/3/06	Fri 5/12/06			
153	Administration - Deliver to Client for Sign-Off	0 days	Tue 4/25/06	Tue 4/25/06			
154	RFP Written Text and Functional Requirements	0 days	Tue 4/25/06	Tue 4/25/06	72	Project Manager (Off-site)	
155	Use Cases	0 days	Tue 4/25/06	Tue 4/25/06	72	Senior Consultant #1 (Off-Site)	
156	<b>CAMA - Deliver to Client for Sign-Off</b>	0 days	Wed 4/26/06	Wed 4/26/06			
157	RFP Written Text and Functional Requirements	0 days	Wed 4/26/06	Wed 4/26/06	86	Project Manager (Off-site)	
158	Use Cases	0 days	Wed 4/26/06	Wed 4/26/06	86	Senior Consultant #1 (Off-Site)	
159	<b>GIS Mapping - Deliver to Client for Sign-Off</b>	0 days	Thu 4/27/06	Thu 4/27/06			
160	RFP Written Text and Functional Requirements	0 days	Thu 4/27/06	Thu 4/27/06	97	Project Manager (Off-site)	
161	Use Cases	0 days	Thu 4/27/06	Thu 4/27/06	97	Senior Consultant #1 (Off-Site)	
162	<b>Personal Property - Deliver to Client for Sign-Off</b>	0 days	Thu 5/11/06	Thu 5/11/06			
163	RFP Written Text and Functional Requirements	0 days	Thu 5/11/06	Thu 5/11/06	109	Project Manager (Off-site)	
164	Use Cases	0 days	Thu 5/11/06	Thu 5/11/06	109	Senior Consultant #1 (Off-Site)	

Project: Maricopa  
Date: Tue 1/24/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

External Milestone

Deadline

Page 4

Exhibit C - Project Plan

Serial 05151 RFP

ID	Task Name	Duration	Start	Finish	Predc	Resource Names	W.T.
165	Real Property - Deliver to Client for Sign-Off	0 days	Fri 5/12/06	Fri 5/12/06			
166	RFP Written Text and Functional Requirements	0 days	Fri 5/12/06	Fri 5/12/06	124	Project Manager (Off-site)	
167	Use Cases	0 days	Fri 5/12/06	Fri 5/12/06	124	Senior Consultant #1 (Off-Site)	
168	Information Services - Delivered for Sign-off	0 days	Mon 4/3/06	Mon 4/3/06	129	Senior Consultant #2 (Off-site)	
169	Network & Operations - Delivered for Sign-off	0 days	Mon 4/24/06	Mon 4/24/06	130	Senior Consultant #2 (Off-site)	
170	QA & Training - Delivered for Sign-off	0 days	Tue 4/25/06	Tue 4/25/06	146	Senior Consultant #2 (Off-site)	
171	Support Services - Delivered for Sign-off	0 days	Tue 4/25/06	Tue 4/25/06	150	Senior Consultant #2 (Off-site)	
172							
173	Task #4 - Prepare Additional Requirements	21 days	Mon 2/27/06	Mon 3/27/06			
174	Gathering of additional requirements	5 days	Mon 2/27/06	Fri 3/3/06			
175	Contractual	1 day	Mon 2/27/06	Mon 2/27/06		Senior Consultant #3 (On-site)	
176	Hardware	1 day	Tue 2/28/06	Tue 2/28/06	175	Senior Consultant #3 (On-site)	
177	Software	1 day	Wed 3/1/06	Wed 3/1/06	176	Senior Consultant #3 (On-site)	
178	Vendor	1 day	Thu 3/2/06	Thu 3/2/06	177	Senior Consultant #3 (On-site)	
179	Administrative	1 day	Fri 3/3/06	Fri 3/3/06	178	Senior Consultant #3 (On-site)	
180	Create RFP Text for Additional Requirements	11 days	Mon 3/6/06	Mon 3/20/06			
181	Contractual	1 day	Mon 3/6/06	Mon 3/6/06	179	Senior Consultant #3 (Off-site)	
182	Hardware	1 day	Tue 3/7/06	Tue 3/7/06	181	Senior Consultant #3 (Off-site)	
183	Software	1 day	Wed 3/8/06	Wed 3/8/06	182	Senior Consultant #3 (Off-site)	
184	Vendor	4 days	Thu 3/9/06	Tue 3/14/06	183	Senior Consultant #3 (Off-site)	
185	Administrative	4 days	Wed 3/15/06	Mon 3/20/06	184	Senior Consultant #3 (Off-site)	
186	Meeting to review additional requirements	2 days	Tue 3/21/06	Wed 3/22/06		Senior Consultant #3 (On-site)	
187	Revisions resulting from meeting	1 day	Mon 3/27/06	Mon 3/27/06		Senior Consultant #3 (Off-site)	
188	Deliver to Client for Sign-Off	0 days	Mon 3/27/06	Mon 3/27/06	187	Senior Consultant #3 (Off-site)	
189							
190	Task #5 - Prepare Evaluation Criteria	62 days	Wed 2/22/06	Thu 5/18/06			
191	Prepare Evaluation Criteria	3 days	Wed 2/22/06	Fri 2/24/06		Senior Consultant #3 (Off-site)	
192	Present Options for Evaluation	1 day	Thu 3/23/06	Thu 3/23/06	186	Senior Consultant #3 (On-site)	
193	Create Written Explanation for RFP	1 day	Tue 3/28/06	Tue 3/28/06	187	Senior Consultant #3 (Off-site)	
194	Final Written Description Delivered for Sign-Off	0 days	Tue 3/28/06	Tue 3/28/06	193	Senior Consultant #3 (Off-site)	
195	Create RFP Score Sheets	3 days	Wed 3/29/06	Fri 3/31/06	194	Senior Consultant #3 (Off-site)	
196	Score Sheets Delivered for Sign-Off	0 days	Thu 5/18/06	Thu 5/18/06	200	Senior Consultant #3 (Off-site)	
197							
198	Deliverable #2 - Draft Electronic RFP	7 days	Thu 5/11/06	Fri 5/19/06			
199	Prepare Final Text	3 days	Thu 5/11/06	Mon 5/15/06		Project Manager (Off-site), Senior Consultant #3 (Off-site)	
200	Submit to Project Team for Final Revisions	3 days	Tue 5/16/06	Thu 5/18/06	199		
201	Final Revisions	1 day	Fri 5/19/06	Fri 5/19/06	200	Project Manager (Off-site), Senior Consultant #3 (Off-site)	
202	Final RFP Delivered	0 days	Fri 5/19/06	Fri 5/19/06	201		

Project: Maricopa  
Date: Tue 1/24/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

External Milestone

Deadline

Page 5

CREW PROVIDERS INC., P.O. BOX 278, ZIONSVILLE, IN 46077  
~~10185 PARK MEADOWS DRIVE #314, LONE TREE, CO 80124~~

PRICING SHEET S073601/ B0700171/NIGP 91829

Terms:	NET 30
Vendor Number:	W000005784 X
Telephone Number:	720/231-0391
Contact Person:	Cynthia Williamson
E-mail Address:	<a href="mailto:cwilliamson@crewproviders.com">cwilliamson@crewproviders.com</a>
Company Web Site:	<a href="http://www.crewproviders.com">www.crewproviders.com</a>
Certificates of Insurance	Required
Contract Period:	To cover the period ending <b>January 31, 2007.</b>